Culturally Competent Program Annual Self-Evaluation (CC-PAS)
July 2013

County of San Diego – Behavioral Health Services

Introduction

One of the Quality Improvement Strategies in the County of San Diego Behavioral Health Cultural Competence Plan is to survey all programs to assess for cultural competence service provisions. Accordingly, all mental health programs are required to complete the Culturally Competent Program Annual Self-Evaluation (CC-PAS). In 2012 an initial survey was distributed requesting each legal entity to respond to the questions on the level of perceived cultural competence of their organization. In April 2013 the County of San Diego Behavioral Health Services Quality Improvement Unit requested that the survey be completed by contracted program, instead of by legal entity, to enhance the quality of the data. 129 clinical and 62 non-clinical programs completed the survey. The CC-PAS supports the County of San Diego Behavioral Health Services' commitment to a culturally competent workforce and the guidelines described in the Cultural Competence Plan and Handbook. These documents can be located in the Behavioral Health Services' Technical Resource Library.

For more information contact the Quality Improvement, Performance Improvement Team at BHSQIPOG@sdcounty.ca.gov.

Discussion

The CC-PAS tool was developed by San Diego County Behavioral Health to be used by programs to rate themselves on their current perception of competence for providing culturally competent services. The CC-PAS protocol is based on expectations and standards recommended by the Cultural Competence Resource Team (CCRT) and endorsed by the Quality Review Council (QRC). The comprehensive 2012 Cultural Competence legal entity evaluation has served as a baseline for future program activities related to cultural competence. The majority of legal entities indicate that they are satisfactorily meeting the standards of cultural competence.

Methods

The survey (Google doc link) was distributed via email to all county and county-contracted program managers on April 18th, 2013. The e-mail recipients were asked to complete the survey by reviewing the 19 cultural competence standards and determining if their program had Met, Partially Met, or Not Met the stated standard using the description of the standard noted for each category. One additional question about the programs' commitment to cultural competence is asked at the conclusion of the survey. Participants also had the opportunity to indicate if they would like to receive technical assistance on any competency standard. Scoring for the tool was achieved by summing responses (5 points for Met Standard, 3 points for Partially Met Standard, 1 point for Standard Not Met). The highest score possible on the survey is 100. For example, if a program scores 100, then they would have reported 'Met Standard' on all 20 standards. In response to feedback from programs last year that the CC-PAS was not applicable to their type of program, this year, a clinical and a non-clinical version of the CC-PAS survey was sent to corresponding programs.

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Non-Clinical CC-PAS Results and Technical Assistance Requests

There were 62 Non-Clinical CC-PAS surveys submitted between April 18th - 30th, 2013.

Non-Clinical CC-PAS

- Scores ranged from **24 – 100**, out of a possible **100**. The average score was **78**.
- **8%** of non-clinical programs reported that they Met **ALL** cultural competence standards on the CC-PAS.
- **74%** of non-clinical programs reported that they Met or Partially Met **ALL** cultural competence standards on the CC-PAS.
- The CC-PAS standard that most Non-Clinical programs did not meet was, "*The program supports/provides interpreter training of staff.*" (33 programs, 53.2%)
- Other not met CC-PAS standard of Non-Clinical programs are, "*The program has conducted a survey amongst their clients to determine if the program is perceived as being culturally competent*", and "*The program conducted a survey amongst their clients to determine if the program's clinical services are perceived as being culturally competent.*" (30 programs, 48.4%)

Non-Clinical Programs - CC-PAS Scores*
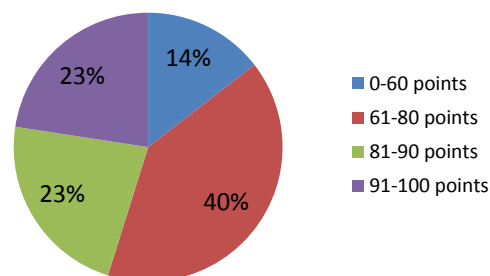
Pie chart:
- 0-60 points: 14%
- 61-80 points: 40%
- 81-90 points: 23%
- 91-100 points: 23%

* A high score on the CC-PAS does not always indicate a high level of cultural competence. When interpreting scores one should consider that scores are based on a programs' perception of program competence.

CC-PAS 2013 Results– Non-Clinical Programs (N = 62)	CC-PAS 2013 (Percent of Programs that *Met or Partially Met*)	CC-PAS 2013 Technical Assistance Requests
The program has developed a Cultural Competence Plan.	88.7%	17.7%
The program has assessed the strengths and needs for services in their community.	95.2%	17.7%
The staff in the program reflects the diversity within the community.	98.4%	4.8%
The program has a process in place for ensuring language competency of staff who work directly with individuals served and identify themselves as bi- or multi–lingual.	80.6%	12.9%
The program has a process in place for ensuring language competency of support staff who identify themselves as bi- or multi–lingual.	79.0%	14.5%
The program supports/provides interpreter training of staff.	46.8%	16.1%
The program uses language interpreters as needed.	79.0%	12.9%
The program has a process in place for assessing cultural competence of administrative services/support services staff.	87.1%	12.9%
The program has a process in place for staff to self-assess cultural competence.	71.0%	22.6%
The program has conducted a survey amongst their clients/participants and family members to determine if the program is perceived as being culturally competent.	51.6%	24.2%
The program conducted a survey amongst their clients/participants about the cultural competence of program STAFF.	51.6%	27.4%
To the maximum degree possible, the program utilizes all applicable Culturally Competent Clinical Practice Standards.	87.1%	17.7%
The program supports cultural competence training of administrative staff.	95.2%	6.5%
The program supports cultural competence training of support staff.	93.5%	4.8%
Services provided are designed to meet the needs of the community.	95.2%	1.6%
The program has implemented the use of any Evidence Based Practices (EBP), or best practice guidelines appropriate for the populations served.	96.8%	8.1%
The program collects client/participant outcomes appropriate for the populations served	90.3%	11.3%
The program conducts outreach efforts appropriate for the populations in the community.	95.2%	3.2%
The program is responsive to the variety of stressors that may impact the communities served.	98.4%	16.1%
The program reflects its commitment to cultural and linguistic competence in all policy and practice documents including its mission statement, strategic plan, and budgeting practices.	95.2%	17.7%

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Clinical CC-PAS Results and Technical Assistance Requests

There were 129 Clinical CC-PAS surveys submitted between April 18th - 30th, 2013.

<div>
Clinical CC-PAS
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- Scores on the clinical CC-PAS ranged from 50 – 100, out of a possible 100. The average score was 87.
- **5%** of clinical programs reported that they Met **ALL** cultural competence standards on the CC-PAS.
- **72%** of clinical programs reported that they Met or Partially Met **ALL** cultural competence standards on the CC-PAS.
- The most unmet CC-PAS standard of Clinical programs is, "*The program conducted a survey amongst their clients to determine if the program's clinical services are perceived as being culturally competent.*" (16 programs, 12.4%)
- The second most unmet CC-PAS standard of Clinical programs is, "*The program has conducted a survey amongst their clients to determine if the program is perceived as being culturally competent.*" (15 programs, 11.6%)

Clinical Programs - CC-PAS Scores*
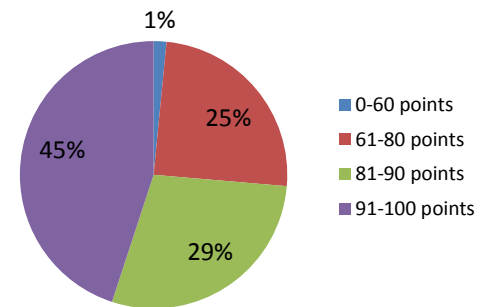
Pie chart: 1%, 25%, 29%, 45%
- 0-60 points
- 61-80 points
- 81-90 points
- 91-100 points

* A high score on the CC-PAS does not always indicate a high level of cultural competence. When interpreting scores one should consider that scores are based on a programs' perception of program competence.

CC-PAS Results* – Clinical Programs (N = 176 in 2012, N = 129 in 2013)	CC-PAS 2013 (Percent of Programs that Met or Partially Met)	CC-PAS 2012 (Percent of Programs that Met or Partially Met)	Results Change from CC-PAS 2012	CC-PAS 2013 Technical Assistance Requests	CC-PAS 2012 Technical Assistance Requests	Technical Assistance Change from CC-PAS 2012
The program has developed a Cultural Competence Plan	100.0%	98.9%	▲	3.9%	11.4%	▼
The program has assessed the strengths and needs for services in their community.	98.4%	99.4%	▼	5.4%	15.9%	▼
The staff in the program reflects the diversity within the community.	100.0%	99.4%	▲	1.6%	6.8%	▼
The program has a process in place for ensuring language competency of DIRECT SERVICES STAFF who identify themselves as bi- or multi–lingual.	96.1%	98.9%	▼	7.0%	10.2%	▼
The program has a process in place for ensuring language competency of SUPPORT STAFF who identify themselves as bi- or multi–lingual.	96.1%	96.6%	▼	7.8%	10.8%	▼
The program supports/provides direct and indirect services staff training on the use of interpreters.	92.2%	90.3%	▲	13.2%	8%	▲
The program uses language interpreters as needed.	96.1%	n/a	n/a	5.4%	n/a	n/a
The program has a process in place for assessing cultural competence of direct services/ support services staff.	95.3%	94.3%	▲	10.1%	15.9%	▼
The program has a process and a tool in place for direct services/ support services staff to self-assess cultural competence.	91.5%	90.3%	▲	14.7%	12.5%	▲
The program has conducted a survey amongst their clients to determine if the program is perceived as being culturally competent.	88.4%	85.8%	▲	11.6%	17%	▼
The program conducted a survey amongst their clients to determine if the program's clinical services are perceived as being culturally competent.	87.6%	83.5%	▲	11.6%	17%	▼
The program utilizes the Culturally Competent Clinical Practice Standards.	92.2%	87.5%	▲	10.9%	12.5%	▼
The program supports cultural competence training of DIRECT SERVICES STAFF.	100.0%	96.6%	▲	3.9%	6.3%	▼
The program supports cultural competence training of SUPPORT SERVICES STAFF.	99.2%	99.4%	▼	3.9%	6.3%	▼
Services provided are designed to meet the needs of the community.	96.1%	97.2%	▼	3.9%	11.9%	▼
The program has implemented the use of any Evidence Based Practices (EBP), or best practice guidelines appropriate for the populations served.	99.2%	93.8%	▲	5.4%	9.7%	▼
The program collects client outcomes appropriate for the populations served.	97.7%	96.0%	▲	5.4%	8.5%	▼
The program conducts outreach efforts appropriate for the populations served.	95.3%	96.0%	▼	1.6%	8%	▼
The program is responsive to the variety of stressors that may impact the communities served.	99.2%	100.0%	▼	2.3%	11.4%	▼
The program reflects its commitment to cultural and linguistic competence in all policy and practice documents including its mission statement, strategic plan, and budgeting practices.	100.0%	98.9%	▲	7.0%	8.5%	▼

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*CC-PAS 2012 survey by legal entity and CC-PAS 2013 survey by contracted program

CC-PAS | V. 10/03/2013 | Data Source: Google DOC Survey | BHS QI PIT: JS

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Technical Assistance Requests

Programs were asked to identify all standards for which their program would appreciate technical assistance. 38% of all programs identified at least one cultural competence area in which they would like technical assistance (72 out of 191 programs). Of those 72 programs, 31 (24%) of clinical programs and 18 (29%) of non-clinical programs identified 1-5 areas. 7 (5.4%) clinical program and 8 (12.9%) non-clinical programs identified 6-10 areas. 1 clinical program (1%) and 5 (8.1%) non-clinical programs identified 11-15 areas. Additionally, there were two clinical programs that requested technical assistance on 16 or more cultural competence standards.

Technical Assistance Requests - Clinical Competence Domains

The four Clinical Competency Domains are:

STANDARD GUIDELINES AND PROCEDURES	CLIENTS AND THE COMMUNITY	STAFF COMPETENCIES AND TRAINING	EVALUATION AND DATA COLLECTION

The Cultural Competence Domain where the most Clinical Programs requested technical assistance was 'Staff Competencies and Training'.

STAFF COMPETENCIES AND TRAINING	Would you like Technical Assistance about ensuring language competence of direct service staff? Would you like Technical Assistance ensuring language competency of staff? **Would you like Technical Assistance providing interpreter training of staff?** **Would you like Technical Assistance about providing a tool for staff to self assess cultural competence?** **Would you like Technical Assistance about cultural competence training of direct services staff?** Would you like Technical Assistance about cultural competence training of support services staff?

Bold indicates that >10% of programs requested technical assistance

The Cultural Competence Domain where the most Non-Clinical Programs requested technical assistance was 'Standard Guidelines and Procedures'.

STANDARD GUIDELINES AND PROCEDURES	**Would you like Technical Assistance developing a Cultural Competence Plan?** **Would you like Technical Assistance surveying clients/participants about program STAFF cultural competence?** Would you like Technical Assistance providing services designed to meet the needs of the community? Would you like Technical Assistance implementing EBP or best practice guidelines? **Would you like Technical Assistance committing to cultural and linguistic competence in all policy and practice documents?**

Bold indicates that >10% of programs requested technical assistance

Conclusions/Next Steps

Next steps in the CC-PAS administration include:
- Disseminating results to interested parties and stakeholders such as San Diego County Behavioral Health leadership, CCRT, and Behavioral Health Services Training and Education Committee (BHSTEC)
- Beginning in April 2014, ADS programs will be required to complete the CC-PAS.

Next steps in CC-PAS analysis and review include:
- Continue tracking trends in technical assistance needs and CC-PAS scores.

Next steps also include linking the CC-PAS with other cultural competence measures and information for a snapshot of cultural competence. Narratives, scores and responses on the California Brief Multi-cultural Survey (which identifies training needs in the delivery of culturally competent mental health services) and submitted Cultural Competence Plans will be used in conjunction with the CC-PAS to measure system wide cultural competence and cultural competency strengths and areas for improvement.